Unlawful treatment with passengers

†632. PROF. RAM DEO BHANDARY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that two passengers comprising a married couple, with their six month old baby were off-loaded from IC-810 flight on 3rd November, 2002;

(b) if so, the details thereof and the persons responsible for this in human and illegal act;

(c) what action has been taken by Government after publication of news item of this incident in the newspapers;

(d) what are the reasons for not sending these passengers to Ranchi by Flight CD-7411 despite an assurance in this regard; and

(e) what action Government would take to check such unlawful treatment of passengers?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK): (a) to (e) Smt. and Shri Sahu holding Agents' Discounted Tickets and having confirmed status were off-loaded from IC 809 on 3.11.2002. They were assured of seats in the flight CD 7411 of 3.11.2002 but could not be accommodated, as all full fare paying passengers had reported.They travelled on first available flight IC 809 on 4.11.2002.

In the Airlines Industry, all over the World, in the event of certain operational constraints/exigencies off-loading of passengers does take place, which is done in the following order In Indian Airlines.

— Passengers holding free tickets.

— Passengers holding rebated fare tickets.

— Staff on duty.

Since Smt. and Shri Sahu could not be accommodated on the flight, they were provided the following facilities at lA costs:—

— Metro Lounge for their stay.

— Lunch & Snacks.

†Original notice of the question was received in Hindi.

— Hotel accommodation at Centaur hotel.

— Reimbursement of STD phone charges.

— These passengers travelled by the next First Available Service *i.e.* IC 809 on 4th November, 2002.

Excess 'OK' seats in flight CD-7411

†633. PROF. RAM DEO BHANDARY: Will the Minister of CIVIL AVIATION be pleased to state:

{a) the details of the passenger listed in 'OK' and 'waiting list' of flight No. CD-7411 on 3rd November, 2002 separately;

(b) the number of 'OK' and wait-listed passengers who got the seats out of them in the said flight;

(c) whether some of the passengers from 'OK' category did not get the seats in the flight; and

(d) if so, the reason therefor and the reasons for issuing 'OK' tickets in excess of the availability of seats in the flight?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK): (a) The booking position, of flight CD-7411 of 3rd November, 2002 was as under;—

	Booked	**Waitlisted**
Delhi/Lucknow	31	04
Delhi/Patna	73	15
Delhi/Ranchi	22	08

(b) The details of sector-wise OK passengers checked-in on flight CD-7411 of 3rd November, 2002 are as under:—

Delhi/Lucknow	28
Delhi/Patna	73
Delhi/Ranchi	18

No passenger was accepted from the waiting list.

(c) and (d) Overbooking of flights is a standard airline practice all over the world to avoid spoilage of seats/revenue, in isolated cases of all

†Origlnal notice of the question was received in Hindi.